

Credit Card / ACH Processing

Worldpay (formerly Vantiv) is a third-party software system that processes credit card and automatic bank account (ACH) transactions through PestPac. Worldpay complies with all federal regulations regarding credit card and ACH transactions.

If you are initially setting up credit card processing in PestPac, you must first establish an account with Worldpay. The account credentials will then be entered into PestPac as part of the setup process.

Please use this [link](#) to fill out the Worldpay referral form and an account specialist will contact you.

Worldpay will provide you with the following information:

- Account Credentials
 - Acceptor ID
 - Account ID
 - Account Token
- Information about Payment Account Secure Storage (PASS)
- Information about their Account Updater Service

Once you have your account credentials, you may proceed with setup in PestPac.

This document includes information about setup, processing payments, and reporting:

- [Setting up of Worldpay for Credit Cards / ACH in PestPac](#)
- [Setting up of Worldpay for Credit Cards / ACH per Branch](#)
- [Setting Up Credit Cards / ACH on Accounts](#)
 - [Adding Credit Cards / ACH to Bill-To Accounts](#)
 - [Adding Credit Cards/ACH to Services](#)
 - [Pre-Authorizing Credit Cards](#)
- [Processing Credit Card / ACH Transactions](#)
 - [Processing One-Time Credit Card / ACH Transactions](#)
 - [Release Credit Card Billing](#)
 - [Processing Credit Card / ACH Transaction Batches](#)
 - [Processing ACH Transactions via NACHA](#)
 - [Manually Adding Credit Card / ACH Transactions](#)
 - [Refunding Credit Card Transaction](#)
 - [Refunding an ACH Transaction](#)
- [Reporting for Credit Card and ACH Transactions](#)
 - [ACH Billing Tasks](#)
 - [Credit Card Report](#)

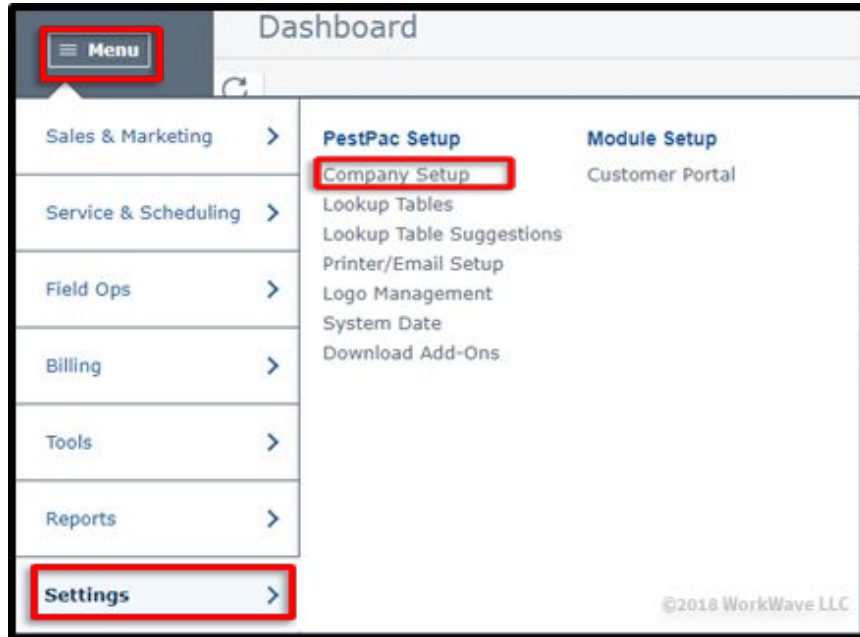


- [Vantiv Transaction Report](#)
- [Exception Report](#)

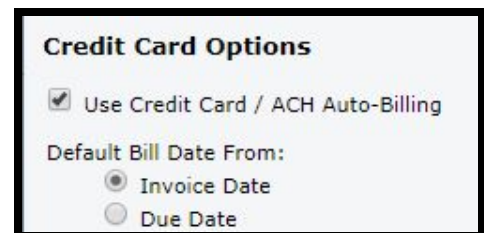
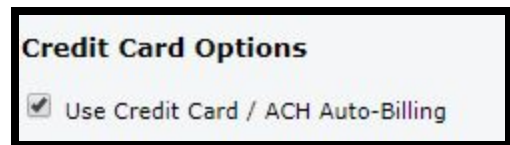
@Z{| u'n_H nxjXuM' _nx! xZXb(f MXYµ° f) 'b' <Zy{<NW

To set up credit card / ACH processing in PestPac, complete the following steps:

- Go to 2 ZI | 'ø@{b`yøf nk uMf'@{| u'



- Under the Payment Options section, click <Mk ZI {2 Z{anXyª
- Check ByZf xZXb(f MXYµ° f) ° / {n'Łbjb`ª. Once this option is checked, additional options will appear.
- ž Z_Mj{ Łbj ž MZ' xnk ©Choose the ž Z_Mj{ Łbj ž MZ' ' xnk based on , hich date you would like the system to use for payment due date.
 - * fnbVZ ž MZ©Payment is owed the date the invoice is posted (e.g., an invoice posted on 10/01 is due 10/01).



- Payment is owed according to the Net days on the Term of that invoice. Terms are defined in the Terms Lookup Table (e.g., an invoice posted on 10/01 with NET 30 Terms is due 10/31 [10/01 + 30 Days]).
- Check to select your ACH processing option.

- GM uses Worldpay to process ACH payments (e.g., to have Worldpay process ACH payments, you must sign up for ACH processing with Worldpay separate from credit card processing).

- 3 uses your bank to process ACH payments. Consult with your bank to acquire the information to place in these fields. After entering your ACH payments into PestPac, the software will download an export of these transactions. Submit these to your bank so that they can process these transactions for you.

- Select the code to distinguish between credit cards, cash, ACH, or check payments. These pull from your Methods of Payment Lookup Table.

- We recommend checking to add a payment into a Payment Batch once a credit card transaction is approved. If unchecked, payments must be added manually once a credit card is processed.

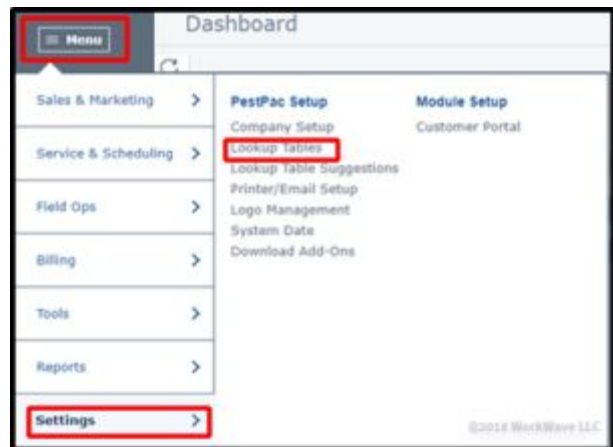
- PestPac can be setup to be entered whenever a One-Time Payment is created in the system. Enabling this option will also require the CVV to be entered when a payment is created on CustomerConnect, Sales Assistant, or from the mobile application. If this option is enabled, the CVV will be required on any one-time



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PestPac can be configured so that transactions processed by different Branches are deposited in different Worldpay accounts. This allows one Branch to process a transaction that does not affect the income of another Branch.

To set up Branch-specific Worldpay accounts:




- Go to [2 ZI | ø'@Z{b`yø'1nni | u'ANljZy.](#)
- Click the [ŁxMlVaZylink.](#)
- Click the Branch you want to associate with its own Worldpay account.
- Check [ByZ ŁxMlVa'@ZvbVGMl{b' °Wh|l {](#) to open additional fields for Acceptor ID, Account ID, Account Token, and Terminal ID.
- Add the fields with the account-specific information provided by Worldpay:



- AZxk b Mj'z ©provided by Worldpay; typically, ID will be Ū
- ° WZu{nx'z ©Acceptor ID from Worldpay
- ° Wh|l { 'z ©Merchant ID from Worldpay

 A screenshot of a configuration form. At the top, there is a checked checkbox labeled 'Use Branch-Specific WorldPay Account:'. Below this are four input fields: 'Acceptor ID:', 'Account ID:', 'Account Token:', and 'Terminal ID:'. At the bottom, there is an unchecked checkbox labeled 'Use Vantiv Account Updater Service' with the text 'Contact your representative for details on associated fees.'


- Wh | I { Ani Zl ©Account Token from Worldpay

- Check [Use Vantiv Account Updater Service](#) to use this additional service provided by Worldpay (you need to contact Worldpay to sign up for this feature). This option enables automatic updating of credit cards that have been declined because of outdated information.
- Click the  button when finished.

Once enabled, any transactions associated with that branch will be processed using the branch-specific Worldpay account. Any branch that does not have a branch-specific Worldpay account will use the main Worldpay account listed in Company Setup.

How to Add a Credit Card to a Bill-To



Prerequisites for Adding a Credit Card to a Bill-To

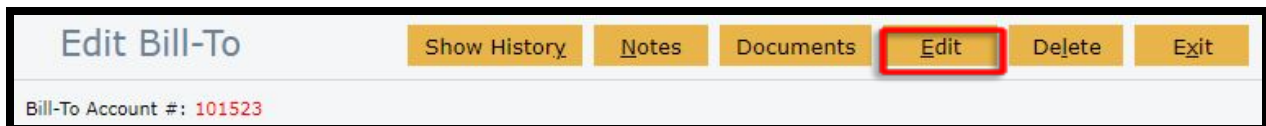
Credit cards can be stored as a card on file for a Bill-To. Multiple cards can be stored on each Bill-to (one card must be designated as a primary card). This will allow you to create transactions without having to ask the customer for their card information repeatedly.

Having a card on file will also allow you to add the card to a recurring service to place the customer on auto-bill and have transactions automatically created for you.

Note All credit card / ACH information is stored securely on Worldpay's server.

To enter a Credit Card / ACH account on the Bill-To, complete the following steps:

- From the Location, click the blue  number.
- Click the  button and scroll down to the Payment Methods on File section.



- Click the  Payment Method button.

- In the Add Payment Method window confirm the method of payment (Credit Card or ACH) from the drop down menu.

Add Payment Method

Payment Method Type: Credit Card

Name on Card:

Street Address:

ZIP:

Save This Card As My Primary Card

[Cancel](#) [Next](#)

Add Payment Method

Payment Method Type: Automated Clearing House (ACH)

Name on Account:

Routing Number:

Account Number:

[Cancel](#) [Save](#)

- If you are adding an ACH, fill out the name on the account, routing, and account number. Click Save.
- If you are adding a Credit Card, confirm the name and address for the card and click **Next**.
- Enter in Credit Card Number and Expiration in the Worldpay window. Click the **Save** button.
- Repeat the process if multiple credit cards need to be stored.

Add Credit Card

Card Information * Denotes a required field

*Card Number:

*Expiration: Month / Year

[Add Credit Card](#) [Cancel Transaction](#)

If multiple credit cards need to be stored, indicate the primary card on file.

Payment Methods on File + Payment Method						
NAME	ACCOUNT TYPE	ACCOUNT NO.	EXPIRATION	SERVICE(S)	PRIMARY	LAST UPDATED
Moore's Tavern	ACH	Last 4 Digits: 9876				
Moore's Tavern	Visa	Last 4 Digits: 6781	03/2022	SEEDING	<input checked="" type="checkbox"/>	

- Once there is a credit card on file for the Bill-To, there will be a credit card icon after the Bill-To number.

Location 101523

Location: 101523 Moore's Tavern 402 W MAIN ST Freehold, NJ 07728-2540 USA	Bill-To: 101523 Moore's Tavern 402 W MAIN ST Freehold, NJ 07728-2540 USA
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Once credit cards or ACH accounts have been saved on the Bill-To, they can be added to individual Service Setups, Programs, or Renewals.

- From the Location, click the service to which you want to add the payment method.

Location 101523

Show History
Service Order
Add Call
Documents
Notes
Sales Assistant

Location: 101523 Moore's Tavern 402 W MAIN ST Freehold, NJ 07728-2540 USA	Bill-To: 101523 Moore's Tavern 402 W MAIN ST Freehold, NJ 07728-2540 USA
--	---

danielle@workwave.com
 danielle@workwave.com

Current	30 Days	60 Days	90 Days	Balance
6,202.00	0.00	0.00	0.00	6,202.00

Customer has Uncommitted Orders (Batch # 8297)
Customer has Uncommitted Payments (Batch # 25774)

[Post NPS Score](#)

[Photo](#) :: [Calendar](#) :: [Map](#) :: [Zillow.com](#) :: [Directions](#) :: [Closest Techs](#) :: [Add Reservation](#) :: [Send Testimonial Link](#) :: [Submit Testimonial](#)
[Add Lead](#) :: [Add Contacts](#)

Tasks (0) Past Due: 0 + Task ▾

Threshold Alerts (2) + Threshold ▾

Feedback

Service	Schedule	Bill-To	Tech	Last Service	Next/Renewal	Cancel Date	Amount	
TERMITESTATION		101523	03C		07/30/2019		0.00	Order
100	M1/3THU	101523	01	10/11/2018	11/01/2018		0.00	Order
11TAXTEST		101523	01	10/11/2018			4532.00	Order
8-BARRIERSPRAY	EOW MON	101523	BETSY		11/12/2018		0.00	Order
SEEDING	M1FRI	101523	BEN		11/02/2018		35.00	Order

[New Service Setup](#)
[New Setup Group](#)
[New Renewal](#)
[New Program](#)
[Included Pests](#)
[Hide Setups/Renewals](#)

- Click the "X" button and scroll down to the payment method section.
- Select Credit Card or ACH.
- Click the dropdown next to the saved cards or saved ACH and select the payment method you want to use for this particular service. This will auto-fill all fields related to the specific payment type.



Credit Card ACH
 Saved Cards: (P) Visa *****6781 Exp: 3/2022 [Manage Cards]
 Credit Card #: *****6781 Credit Card Expiration: 03 2022
 Credit Card Type: Visa Auto-Bill Card Through: 11/22/2019
 Name on Card: Moore's Tavern Auto-Bill Card:

Credit Card ACH
 Saved ACH: ACH *****9876 [Manage ACH]
 Routing #: *****7656 Auto-Bill Account Through: 03/28/2019
 Account #: *****9876 Auto-Bill Account:

- Add a date to the `Auto Bill Through` field if you want the payment method to stop being billed on a given date.

• A customer informs you that the credit card they have provided belongs to a building supervisor, who will only pay for service for one year. The `Auto Bill Through` date would reflect the last available date that card can be automatically billed.

- Check `Auto Bill` or `Auto Bill Through` to activate the auto bill feature.
- Scroll up to the top, and click the `Save` button.

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Pre-authorizing a credit card from a Service Order allows you to determine the availability of funds on a credit card prior to servicing.

Funds that are pre-authorized in advance stay on hold for up to 10 days (once you have pre-authorized a card, the hold on the funds cannot be cancelled). Once the order is posted, the billing record is placed in Release Credit Card Billing and uses the funds that were placed on hold.



To pre-authorize a credit card on a service order, complete the following steps:

Select a Credit Card to Authorize

Name On Card	Card #	Card Type	Expiration
<input type="radio"/> Moore's Tavern	*****6781	Visa	03/2022
<input checked="" type="radio"/> Authorize a new card that is not on file (Card information entered in next screen).			

Amount to Authorize:

- Click the [@5xZ](#) link on a Location to create a new Service Order, or click on an existing Service Order.
- Click [° / {anx9Zd xZXb\(t MX'µ° t \) 'AxMlyW{bnl y'](#) at the bottom of the screen.
- In the window that appears, select a credit card from the list of saved credit cards, or select [° / {anx9Zd M Z,, WAX{aMlyl n{nl 'ljZ](#) to add a new card.
- Click the [° / {anx9Zd](#) button.
- In the Worldpay window that appears, enter all the necessary credit card information.
- Click [° / {anx9Zd xZXb\(t MX'µ° t \) 'AxMlyW{bnl y'](#) when complete.
- Click the [@MZ](#) button.
- When this order is posted, a record is placed in your Release Credit Card Billing for processing.

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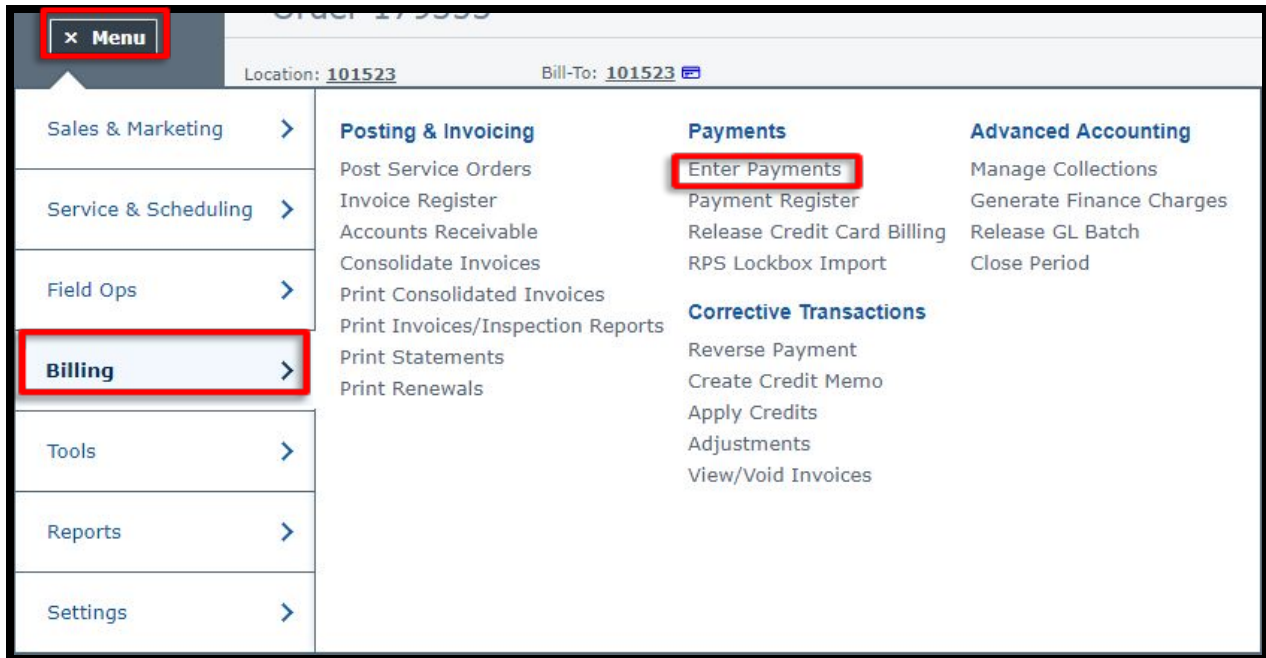
[<xnVZyyb ` 5l Z'Abk Z t xZXb\(t MX'µ° t \) 'AxMlyW{bnl y'](#)

Credit card and ACH payments can be handled as either one-time or automated (recurring) payments. One-time credit card / ACH payments can be made using a payment method that is stored on an account or using account information that the customer is providing.

To process a one-time credit card payment, complete the following steps:

Go to [2 Zl / 0t'ljb ` 0"l {Zx<Mk Zl {a''](#)





3n{Z@f you are already on the Location for which you want to add the payment, click <Mk ZI { to add a PestPac Payment for this Bill-To.

- Add the Payment to a new Batch.
 - Click *f xMZ'3Z,, tMva* to create a new Payment Batch.
 - Click the *XX*link next to an existing Payment Batch to add a PestPac Payment into an existing Batch.
- Click the gold button by Bill-To to search for a Bill-To.

3n{Z@f you clicked <Mk Zl { from a Location, this field is already filled in with the correct Bill-To.

- Click the gold **Pay** button by **1 f n b Z** to select specific invoices to pay.
 - Enter an amount in the <Mk Zl { " k n / l { field.
 - Click **° | { n " u u j t** to automatically select the invoices to be paid. You can also manually decide how much of the payment applies to specific invoices.
 - The **1 Z { A n t Z " u u j t Z X** field shows how much of the payment remains.
- Click the **@ M Z** button in this window.
- Check the **t x Z X t M X y** box to display any credit cards saved on this Bill-To. You can select to use one of these cards, or click **< n V Z y y M B Z , , < M k Z l { ' 2 Z { a n X**.

Credit Cards / ACH

[Visa](#) *****6781 03/2022

[ACH](#) *****9876

[Process a New Payment Method](#)

Advance Renewal Date

Renewal Prepayments

Prepayments

- Selecting [Credit Card](#) will open a window to select Credit Card or ACH. Enter the credit card or ACH information here and save.

Process a New Payment Method

Payment Method Type:

Name on Card:

Street Address:

ZIP:

Amount:
 \$

[Cancel](#) Next

- Select the credit card or ACH by clicking the blue link, then click the [Save](#) button.
- After the card is successfully processed, links to view/print or email the credit card receipt will be available.
 - If you have enabled the option to [Batch Payments](#) (recommended), a payment is created and placed in a payment batch once the card has been processed.
 - If you do not have that option enabled, you will receive a confirmation message once the card was successfully processed. You will then need to click the [Batch](#) button to add the payment to the batch. If you do not add the payment to a batch, then the customer's card will have been charged but their account in PestPac will not reflect that they have paid.
- If you have any additional payments to add, repeat this process; otherwise, click the gold [Done](#) button. This action will bring you to the listing of open payment batches that need to be released.

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The Release Credit Card Billing screen (2 ZI | oLbjb` o?ZjZMjZ† xZXb† MxLbjb` stores records of pending credit card/ACH transactions for either customers that are on auto-bill or transactions added to be run in the future.

Records are placed in Credit Card billing after one of these three events:

- Posting and releasing a Service Order (where the Order Type is @ZyBZ 5XZx) from a Service Setup or Program configured to Auto-Bill or a Pre-Authorization
- Generating for Payment Plan, Invoice, Split, Each, and Credit Card Service Setups configured to Auto-Bill (upon generating records will automatically be added)
- Manually Adding Credit Card Billing records in Release Credit Card Billing (see section on manually adding records to Release Credit Card Billing)

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Credit cards / ACH should be processed on a regular basis. For companies with high volumes of credit card / ACH payments, we recommend processing on a daily basis up to the current day.

3n{Z©Processing credit card / ACH charges is a 2-step process. The Customer’s card/account will be charged by processing through the Release Credit Card Billing screen; however, the account in PestPac will not reflect the charge until the payment has been applied to the Customer’s account.

To process credit cards / ACH and then apply payments, complete the following steps:

Go to 2 ZI | oLbjb` o?ZjZMjZ† xZXb† MxLbjb` a`

- The main page will display how many credit cards are in the billing list waiting to be processed (some of these may be future dated).
- Click the <nVZyyb` button.
- Choose your Selection Criteria.



Beginning Bill Date: Enter the date range for records you want to process.

Ending Bill Date: We recommend keeping the Ending Bill Date as the current date. This will prevent cards from being processed before their due date.

Bill-To: Enter a Bill-To number if you only want to process a single Customer's account; otherwise, keep this field blank to include all Bill-Tos.

Card Type: Select a card type if you only want to process one type of credit card (MasterCard, Visa, American Express, Discover); otherwise, keep this field blank to include all card types or for ACH only.

Branch: Select a Branch if you only want to process cards for one branch; otherwise, keep this field blank to include all Branches.

Process: Select Credit Card to only process Credit Cards. Select ACH to only process ACH charges. Select Both to process all records.

- Choose your Payment Creation options.

Create Payments: Create Payments. User Entered: 10/23/2018. Unchecking this box will charge the credit card; however, NO

payment will be created showing that the charge went through. Please use caution if unchecking this option^a.

Match Date This option determines the date of the PestPac payment for reporting.

Match Payment Date This option sets the date for the Payment to match the date the credit card or ACH was processed (e.g., if a card is processed on 10/01, the Payment will be dated for 10/01).

User Entered Date This option sets the date for the Payment manually (e.g., if a card is processed on 10/01, but the User Entered date is 10/15, the Payment will be dated for 10/15).

Remove Invalid Cards If a credit card is not successfully charged, keeping this box checked removes the record from your Credit Card Billing, protecting invalid cards from future attempts at processing.

Send Receipt This option sends the Credit Card Receipt to the customer immediately after processing.

Prevent Declination Email If a credit card cannot be successfully processed, this option prevents a declination email from being sent.

- **Batch Summary**: This section will display details of your most recently processed batch, including the batch number, the date range for which it was run, and the quantity and value of records processed in this way.
- Keep the **Show Transactions** option checked to view the transactions before they are processed. You can **hide** this report.



Credit Card/ACH Billing Report

Start Bill Date: [10/23/2018] Bill-To: [All] Branch: [All]
End Bill Date: [10/23/2018] Card Type: [All] Process Type: [Both]
Sorted by: [Bill Date,Bill-To]

Credit Cards

Bill Date Bill-To	Bill-To Name Name On Card	Zip Code	Card Type Card Number	PestPac Payment Sec. Code	Amount Expiration	Invoice Add User
10/23/2018 101523	Moore's Tavern / , Moore's Tavern	07728-2540	Visa *****6781	Yes	35.00 3/22	174729 ADMN

Credit Card Totals

35.00

Report Totals

35.00

- Once you have reviewed the report and verified you are ready to process, uncheck the **Report Only** button. This replaces the **Print** buttons with the **Process** button.

Credit Card/ACH Billing Processing [Process](#) [Clear](#) [Exit](#)

Selection Criteria

Beginning Bill Date:
Ending Bill Date:
Bill-To:
Card Type:
Branch:
Process: Credit Card ACH Both

Create Payments
Set Payment Date From: Processing Date
 User Entered:
 Delete Unapproved Records
 E-Mail Credit Card Receipt
 Do not send E-Mail Receipt when CC Declines

Report Only

Latest Batch Release:

Batch #: [2184](#)
Started At: 10/16/2018 04:11:06 PM
Ended At: 10/16/2018 04:11:07 PM
Run By: ADMN
Branch:
CC / ACH: Both
Starting Date: 10/16/2018
Ending Date: 10/16/2018
Payment Batch: [25774](#)

Results:
1 Approved - \$10.00
0 Declined - \$0.00

Primary Sort By: Branch Bill Date Bill-To Card Type Group By
Secondary Sort By: Branch Bill Date Bill-To Card Type Group By

- Click the **Process** button. The pending credit cards will be sent to Worldpay for processing.

- Click the blue [Release](#) button to display the Credit Card / ACH Report for those processed transactions.
- Click the blue [Customer Payment](#) button to display the Customer Payment Report to see the PestPac Payments.

To release the Payment Batch, complete the following steps:

- Go to [Customer Payment](#) > [Payment Batches](#)

There is now a Payment Batch that matches the Payment Batch number from the Credit Card Billing screen. You can edit the batch, add new transactions to the batch, or display the Customer Payment Report for this batch.

- Click the [Release](#) button to release this batch.



If you are using Worldpay to process ACH transactions, you will see a report that shows that your ACH transactions have been submitted. Remember that PestPac marks all ACH transactions as successful, even if they are declined by the bank once they are submitted. You must run the Credit Card / ACH Transaction Report to check the status of these transactions.

Latest Batch Release: _____

Batch #:	1083
Started At:	12/07/2018 02:52:45 PM
Ended At:	12/07/2018 02:52:46 PM
Run By:	ADMN
Branch:	
CC / ACH:	ACH
Starting Date:	01/01/2018
Ending Date:	12/31/2018
Payment Batch:	1363
ACH File:	ACH_1812071452.txt

Results:

0 Approved - \$0.00
0 Declined - \$0.00

ACH payments can be sent to your bank using a NACHA export file. After processing the Credit Card/ACH payments through the Release Credit Card billing screen, you will see a link for the ACH file, a .txt file that contains data on all the ACH transactions in a specific format to be processed by the bank.

A payment is created in a batch for each ACH transaction that is included in the NACHA file. If any of the payments are declined by the bank, you must manually create a reverse payment and apply it to the payment that was created.



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Transactions can be manually added to the Release Credit Card Billing screen. While most scenarios regarding credit card or ACH processing should be handled by the above processes for one-time or recurring payments, there may be some scenarios which require you to manually add a transaction.

Examples include: a customer gives you their credit card number for a one-time payment but does not want the card charged until a specific date or a customer gives you their ACH information for a one-time payment but does not want their info saved on the service for future billing.

- Go to 2 ZI | øŁłjb ` ø?ZjZMjZ t xZXB t MX Łłjb ` a
- Click the ° XX button.
- Select either t xZXB t MX or the ° t) radio button.
- Enter the Bill-To Code.

Credit Card ACH

Credit Card ACH

Bill-To Code:

Invoice: ...

Card Number:

Credit Card Type: MasterCard ▾

Name on Card:

Expiration Date: 01 ▾ 2018 ▾

Bill Date:

Billing Amount:

Automatically create payment when card is processed

Credit Card ACH

Bill-To Code:

Invoice: ...

Routing Number:

Account Number:

Bill Date:

Billing Amount:

Automatically create payment when card is processed

- A pop-up window will appear if there is an ACH or credit card associated with the account. Select the account you want to use or click t MVZj to enter a new card or ACH.
- If you selected an existing account in the previous step, the card number or routing/account numbers will populate automatically. If you are using a new account, fill in the card number/ACH information.
- Enter a Bill Date (date you want to charge the account) and the Billing Amount.
- Leave ° | {nk MjMjt WZMZ uMk ZI {, aZl Wk by unVzyZX checked.
- Click the ° XX button.

Transactions manually added to Release Credit Card Billing can be processed at the same time as records that were added in by the program using the normal steps outlined in [Processing Credit Card / ACH Transaction Batches](#).

?

To refund a credit card transaction, you need to run the Credit Card Report. This report will provide a number called the *Worldpay* transaction. Then, you will need to navigate to *Worldpay* to enter the Payment Network Reference ID.

3n{ZYou cannot refund a transaction that is more than 45 days old.

To refund a credit card transaction, complete the following steps:

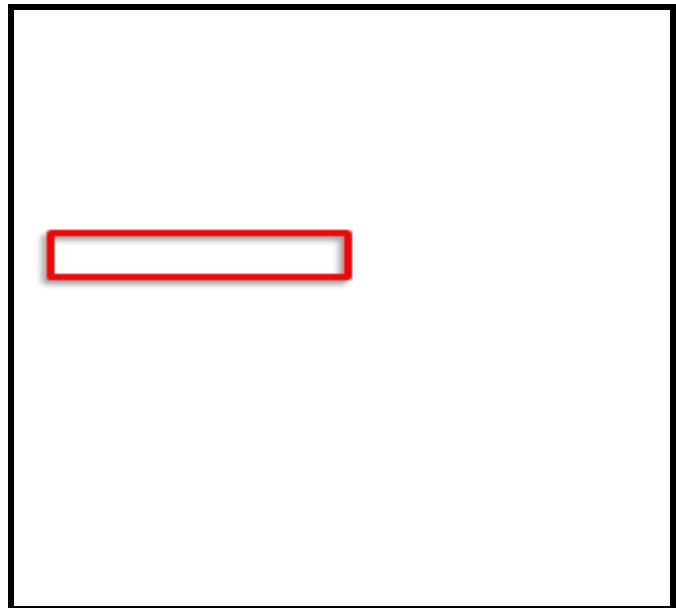
- Go to *Worldpay*

- Click *Worldpay*

Enter the search criteria that includes the *Worldpay* transaction you want to refund.

- Click the *Search* button.

- Write down or copy the Payment Network Reference ID for the transaction you want to refund.



Processed Date Bill-To	Bill-To Name Name On Card	Zip Code Inv #	Card Type/ACH Card/ACH Acct Number	Sec. Code	Amount Expiration	Payment Network Ref. Authorization Code
12/04/2018	Nick Landshof	07733-1900	MasterCard		1.85	7693049
100265	Nick Landshof		*****6781		12/23	000038
Approved						

- Go to *Worldpay*

- Click *Worldpay*



- Enter the Payment Network Reference ID from the Credit Card Report and the amount of the refund. The refund can be less than or equal to the original transaction; the amount must be less than or equal to the original transaction amount.
- Click the [Back](#) button.

Enter Transaction Information

Process
Cancel

Payment Network Reference ID:

Amount:

- When you receive confirmation that the credit card was refunded, click the blue [Reverse Payment](#) link to enter a PestPac Reverse Payment to match with the transaction. Note that, if you skip this step, the original PestPac Payment will remain on the account.

Review Credit Card Processing

The following credit card was **credited**
Approved

Payment Network Reference Number: 7744233

[Reverse Payment](#)

- Add the Reverse Payment and apply it to the original PestPac Payment.

Reverse Payment Entry

History
Save
Exit

Bill-To Account: 100265 (Landshof, Nick)

Payment Date:

Amount:

Method of Payment:

Reference:

GL Code:

Left to be applied:
Auto Apply

?Z_ | Xb ` 'M ' t) 'AxMyW{bnl `

To refund an ACH transaction, complete the following steps:

- Go to 2 ZI | 'ø?Zunx{yø'' jj?Zunx{y^a
- Click t xZXB{t MX'μ' t) 'AxMyW{bnl ?Zunx{^a
- Enter your search criteria, and click the ž byjM button.
- You will see the status of the ACH transactions and the Payment Network Reference ID number for each transaction. Make sure that the transaction is listed as successfully completed. ACH payments must be complete before they can be refunded.

Vantiv Transaction Report							
Start Date:	[10/01/18]	End Date:	[12/10/18]	Branch:	[North Branch]		
Bill To:	[All]						
Bill-To	Date (Local Time)	Transaction Type	Card Number	Amount	Vantiv Response	Approval Code	Payment Ref
Bill-To Address	Branch	Card Type	Card Expiration	Pmt Amount	Host Response	ACH Status	Web Payment
Unknown Bill-To	10/1/2018 01:44 PM	CheckSale		1.00	0 - Success		6873052
	Unknown Branch			None	0 - Transaction processed.	Pending	No

3n{Z©You can only refund the full amount, not a partial payment. If you charged the wrong amount, you will need to refund the full transaction and then reprocess it for the correct amount.



Failed ACH Transactions

Failed ACH Transactions

ACH transactions are debits from the Customer's checking account that usually take several days to clear. A payment is created in PestPac when ACH transaction is processed through Release Credit Card Billing.

If an ACH transaction is declined (which may take several days) a task will be created on the location to alert you that the funds did not clear and that the payment in PestPac will need to be reversed. A reverse payment should be created and applied to the original payment that was entered.

ACH failed transaction tasks will be created with status of open, priority medium, and with no due date or assignment. The name, description, etc. are standardized with the following:

- Task Name: Failed ACH Payment
- Type: Billing
- Description: "An ACH payment made on [payment date] for [payment amount] failed for this reason: [transaction response]. Please enter a reverse payment"
- Location: The task will be tied to the location in which the payment invoice is tied to. If the payment is not tied to an invoice the first location associated with the Bill-to will receive the task.

The automated tasks cannot be automatically assigned to a specific person, however they can be assigned to a role in the Task Types lookup table. Employees can then be given that role. Profile options for notifications can then be set to include a notification when a task is assigned to that role.

Failed ACH Transactions

The Credit Card Report will display all transactions made with a credit card. Only those payments that have a Method of Payment that matches the credit cards saved in Company Setup will display in this report.

To run the Credit Card Report, complete the following steps:

- Go to [2 ZI | Failed ACH Transactions](#)
- Click [Failed ACH Transactions](#)



- Enter your criteria:

- Approved Not Approved Both
- Detail Summary Receipt

- Selecting Both will allow you to choose to print receipts, email receipts, or both.

- Click the **Print** button to view the report, or **Print & Email** to print and/or email receipts.

11/05/2018	Star Squish	08755-5015	American Express	3.75	
100049	Star		*****1005	5/24	
Not Approved	Invalid Request (103)				
11/05/2018	Anjelica Wheeler	08753-8211	Visa	50.00	7356804
100218	Anjie Wheeler	14134	*****6781	3/18	000044
Approved					

The Credit Card / ACH Transaction Report allows you to view both credit card and ACH transactions processed using Worldpay. This report will display the Payment Reference numbers you will need for refunding transactions, as well as the status of these transactions.

To run the Credit Card / ACH Transaction Report, complete the following steps:

- Go to **Home > Reports > Credit Card / ACH Transaction Report**
- Click **Print** to view the report or **Print & Email** to print and/or email receipts.
- Enter your criteria:

Both
 Detail
 Display either transactions processed by Worldpay as

credit card transactions, ACH, or Both. This report only shows transactions processed by Worldpay; ACH transactions processed using NACHA files, or credit cards processed outside of Worldpay, will not be displayed.

☐ Show transactions that are specifically approved, not approved, or in either status.

Check this box to show transactions processed by Worldpay that did not automatically create corresponding payments in PestPac. Note that this may still include transactions that had credit card payments added manually after processing.

- Click **Submit** to display your results.

Start Date:	[03/01/19]	End Date:	[03/01/19]	Branch:	[137a]										
Bill To:	Unknown Bill To	Date (Local Time):	1/2/2019 10:12 AM	Transaction Type:	CreditCardSale	Card Number:	*****6781	Amount:	-400.00	Response:	0 - Approved	Approval Code:	000012	Payment Ref:	7977782
Bill To Address:	74 Swimming River Road, Unknown Branch	Branch:	Unknown Branch	Card Type:	Visa	Card Expiration:	03/20	Post Amount:	None	Host Response:	000 - AP	ACH Status:		Web Payment:	No
Bill To:	Unknown Bill To	Date (Local Time):	1/2/2019 03:40 PM	Transaction Type:	CreditCardSale	Card Number:	*****6781	Amount:	-400.00	Response:	0 - Approved	Approval Code:	000040	Payment Ref:	7981304
Bill To Address:	74 Swimming River Road, Unknown Branch	Branch:	Unknown Branch	Card Type:	Visa	Card Expiration:	06/25	Post Amount:	None	Host Response:	000 - AP	ACH Status:		Web Payment:	No

Note: This report should be run regularly with the option checked to to ensure that all transactions are accounted for.

Exception Report

The Exception Report is a multi-purpose report that allows you to see when Service Order, Invoice, Payment, Service Setup, and Location data in PestPac changes from their planned outcomes to their actual results. For credit card and ACH transaction information, use the Payment criteria box to check on the status of your Worldpay-processed transactions and PestPac-entered payments.

- Go to **Home** / **Business Management Reports**
- Under Business Management Reports, click **Exception Report**
- Enter your criteria in the Payment box of criteria.

Displays the quantity and amount of posted PestPac payments within your criteria.



@an, 'b Xb'X| M'uMk Zl {y'uny{ZX'nfZx'ÓÁÁ Enter a dollar amount in the blank field to display only those transactions that exceed the entered amount.

@an, 'l nl 'xZl Z, M'inuZl 'VzXb'y'uny{ZX: Displays open payments that are not applied to invoices and are not associated with Renewal payments.

@an, 'uxnVzyyZX 'VzXb' 'WXXy, 'b'a l n'uMk Zl { Displays Worldpay credit card transactions that do not have corresponding PestPac payments.

@an, 'VzXb' 'WXX'uMk Zl {y, 'b'a l n 'VzXb' 'WXX' {xMiyW{bnl ©Displays PestPac payments that do not have corresponding Worldpay credit card transactions.

Payment

Show total number and value of payments posted

Show individual payments posted over \$

Show non-renewal open credits posted

Show processed credit cards with no payment

Show credit card payments with no credit card transaction

- Click **ž byjMS".unx(Sor <Ab {** to display your results.

Total Number		Total Payments Posted		Total Value
		Customer Count		
1261		81	\$419,976.62	
Date:	12/11/18 10:56 AM		Page:	2
System Date:	12/11/18	But They're Squishy Exterminators HEY THERE SIR!	User:	ADMN
Exception Report				
Start Date:	[All]	Technician:	[All]	Branch:
End Date:	[All]	User:	[All]	[All]
Payments Over \$100.00				
Date	Method	Reference	Bill-To	Amount
07/02/15	CA	Cash	100003	\$150.00
07/09/15	VS	*****6781	100034	\$200.00

REMEMBER: For additional setup, training, and usage resources for FREE, including live webinars and a robust video library, please visit [PestPac University](#).

